

13/1300/1800 Numbers



Critical Information Summary: Goodtel Inbound Number Service

Information about the service

Service Description

A 13, 1300 or 1800 number is a virtual number that gives your organisation one easy number for people to call, usually for no more than the cost of a local call. It is not a phone line itself. Instead, calls to your number are sent through to a phone you already have, such as a mobile or landline. We call this your "answer point". This service is provided with no lock in contract and has a 1 month minimum term.

Smart Numbers

Smart Numbers are premium, easy to remember 13, 1300 and 1800 numbers. Some spell out a word linked to your organisation or what you do, for example 1300 PHONES (1300 746 637). Others use a memorable repeating or sequenced pattern, for example 1300 50 10 50.

Hardware Requirements

You will require an existing phone service, such as a mobile or landline, to act as your answer point. Our service is a virtual number only and does not include a phone line or handset.

Key Details

What's included:

- A 13, 1300 or 1800 virtual business number
- Redirection of incoming calls to your nominated answer point
- Standard routing at no extra cost, including national, state-based and time of day routing
- No setup charge for standard 1300 and 1800 numbers
- No lock in contract and no early termination fees

What's not included:

- Incoming calls to your number, which are charged at the call rates shown below
- Advanced or custom routing setups, which may attract extra charges

Information about pricing

Minimum Monthly Charge:

Plan	Minimum Monthly Charge
1300/1800 Inbound	\$20
13 (6 Digit Number)	\$750

All prices exclude GST.

The minimum charge for this service is equivalent to 1 month charge.

Call Rates

Calls to your number are charged per minute and billed by the second, so you only pay for the time used. There is no flagfall or connection fee.

Call rates per minute	1300/1800 Inbound
Landline to landline calls*	\$0.10 per minute
Landline to mobile calls*	\$0.10 per minute
Mobile to landline calls*	\$0.30 per minute
Mobile to mobile calls	\$0.30 per minute

*A landline includes any fixed line service, including VoIP.

Smart Number Charges

Smart Numbers are sold through a government managed process, so their pricing is different to standard numbers. Please contact us for a quote.

Setup Charges

Setting up a standard 1300 or 1800 number is free. If your number needs to ring more than one answer point, or needs a more complex setup, a one-off charge may apply.

Complex Redirection Schemes

If you would like calls routed by region, area or local exchange, or need certain callers or areas barred, extra setup and monthly charges will usually apply. We will confirm these with you before anything is set up.

Changes

Basic changes to how your calls are routed after your service is set up are free of charge. Additional charges may apply for more complex changes.

Billing

We will bill you in advance for the minimum monthly charge and features. Your first bill will include charges for part of the month from when you took up your service until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle. Call charges are billed in arrears. It is free to receive your monthly bill via email.

Other information

Cancellations and Port-aways

There are no early termination fees for this service. To cancel your service or move your number to another provider, please give us 30 days notice in writing. To protect your number, we will only release it to another carrier once we have your written instructions.

Unwanted or Misdirected Calls

Call charges still apply to calls received on your number, and Goodtel is not responsible for calls or charges that come about because:

- Your number looks or sounds similar to another organisation's number
- A caller dialled the wrong number while trying to reach someone else
- Another provider has made a call forwarding error to your number
- Someone else has advertised your number by mistake
- You receive telemarketing or nuisance calls
- A high number of test calls are made to your number

Spend Management

A spend management tool is available to all Goodtel customers free of charge via the member portal at: <https://www.goodtel.com.au>

We are here to help

If you have any questions, just call us on 1800 11 GOOD so we can serve you better, or email hello@goodtel.com.au. You can also visit us at www.goodtel.com.au for additional information, including to access information about your usage of the service.

Complaints

If you have any concerns or complaints, please talk to us first. We aim to sort things out the first time you get in touch. You can access our complaint resolution process via the details on our website at www.goodtel.com.au/policies and clicking on 'Complaint Handling Policy'. You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at <http://www.tio.com.au/>. The TIO is a free service.

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Summary valid as of October 2026